

Welcome to  
**MEDALLION<sup>SM</sup>**



**Virginia Department of  
Medical Assistance Services**  
**1-800-643-2273**  
**[www.cns.state.va.us/dmas/](http://www.cns.state.va.us/dmas/)**

# MEDALLION<sup>SM</sup> helps you

get health care.



## **MEDALLION is a Medicaid managed care program.**

This means one doctor oversees all your health care. This doctor is called your primary care provider (PCP).

## **MEDALLION covers many services.**

Your PCP will provide most of this care. This booklet will help you learn more about how MEDALLION works.

**If you have any questions, call the MEDALLION helpline at 1-800-643-2273.**

This booklet gives only basic facts about getting health care. Be sure to talk with your doctor, nurse, or other health-care provider about all of your health needs.

The persons whose photographs are depicted are models. Any characters they are portraying are fictional.

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Edition 2000

# MEDALLION covers all the services that traditional Medicaid covers.

## Services include:

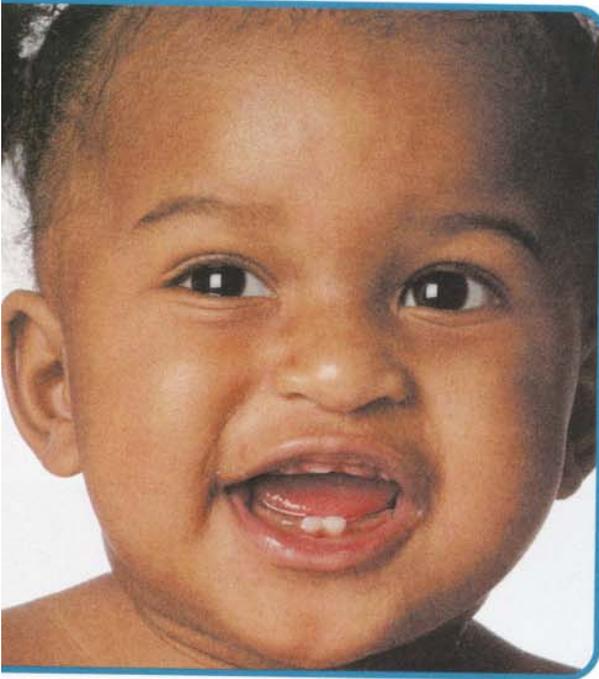
- doctor visits
- lab services and X-rays
- mental health services
- rides to medical appointments
- home health services
- immunizations (shots)
- emergency care
- some medical equipment
- physical therapy
- hospital services
- care during pregnancy.



**MEDALLION helps you and  
your children! Learn more...**

# MEDALLION covers special services

for your children, too.



## They help keep your child healthy.

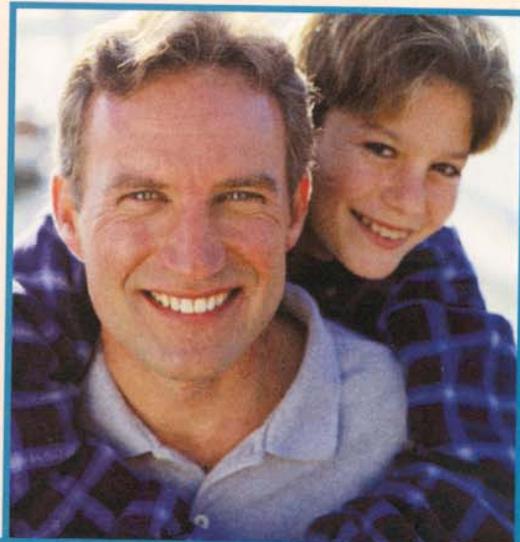
These services help find and treat health problems early. They include:

- well-baby care
- well-child care
- dental care
- screenings for health problems
- immunizations (shots).

## Use your MEDALLION benefits!

They help you:

- stay healthy
- get better when you are sick
- get to your medical appointments.



Call 1-800-643-2273 if you have questions about what MEDALLION covers.

# You need a primary care provider (PCP)

to use MEDALLION.

## Your PCP manages all your care.

He or she will:

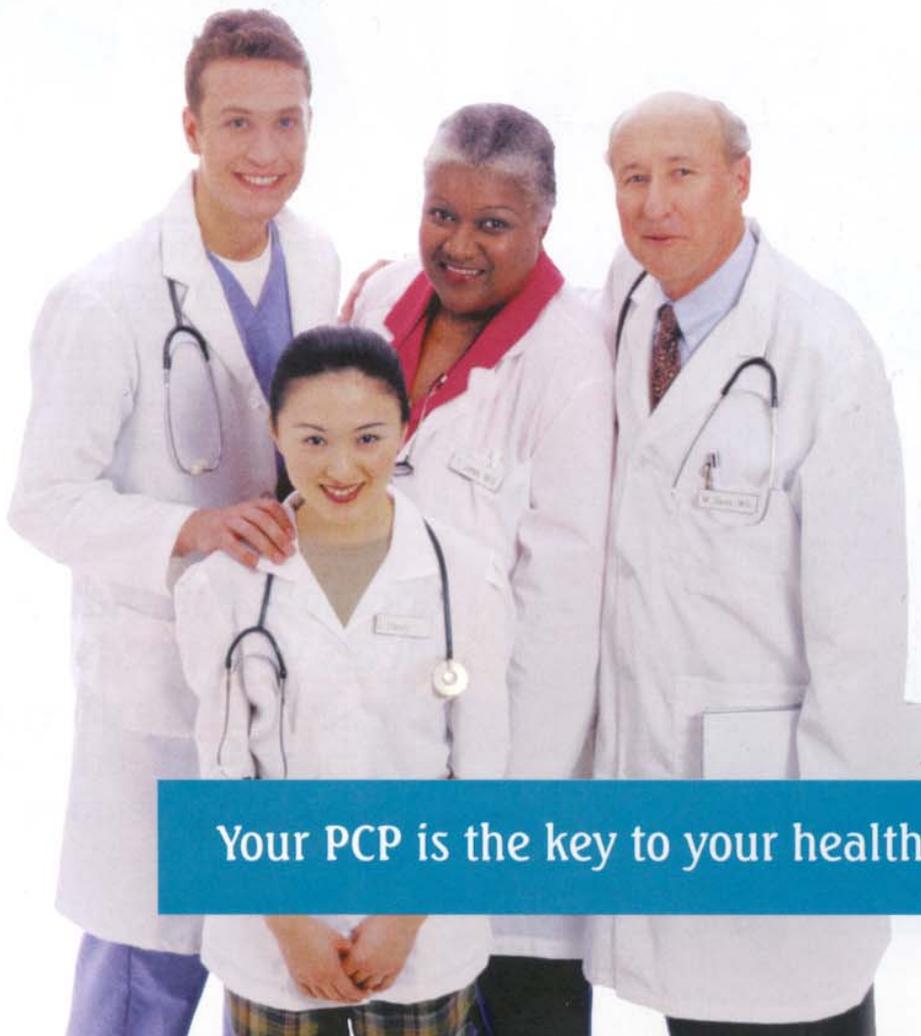
- get to know you and your health-care needs
- keep records of your health history
- use this information to help you get the best care.



## Turn to your PCP for all your health needs.

He or she will:

- give you the care you need
- refer you to another health-care provider if needed.



Your PCP is the key to your health care.

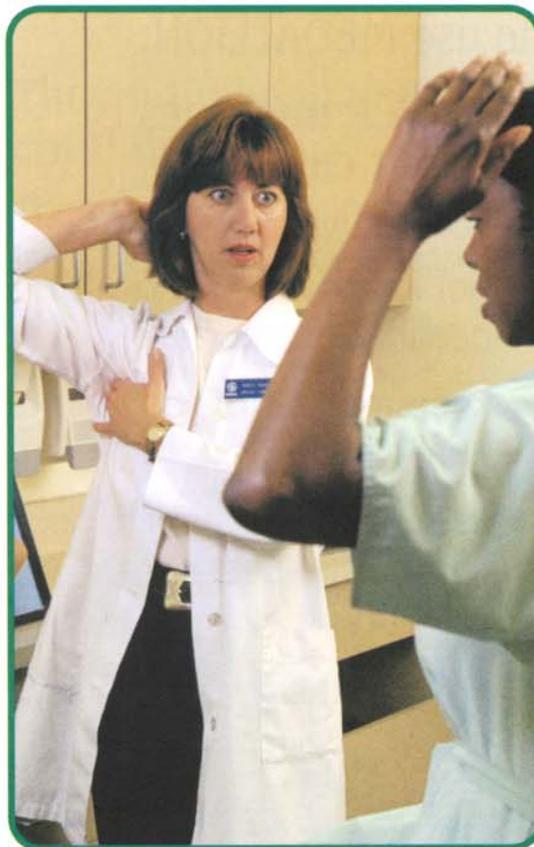
# You can choose your PCP.

## Who can be your PCP?

The choice is up to you. You can choose a:

- family doctor
- children's doctor (pediatrician)
- women's doctor (OB-Gyn)
- internist.

You can also choose a clinic or health department.



## Choose a PCP that meets your needs.

You can choose a different PCP for each person in your family who is covered by MEDALLION.

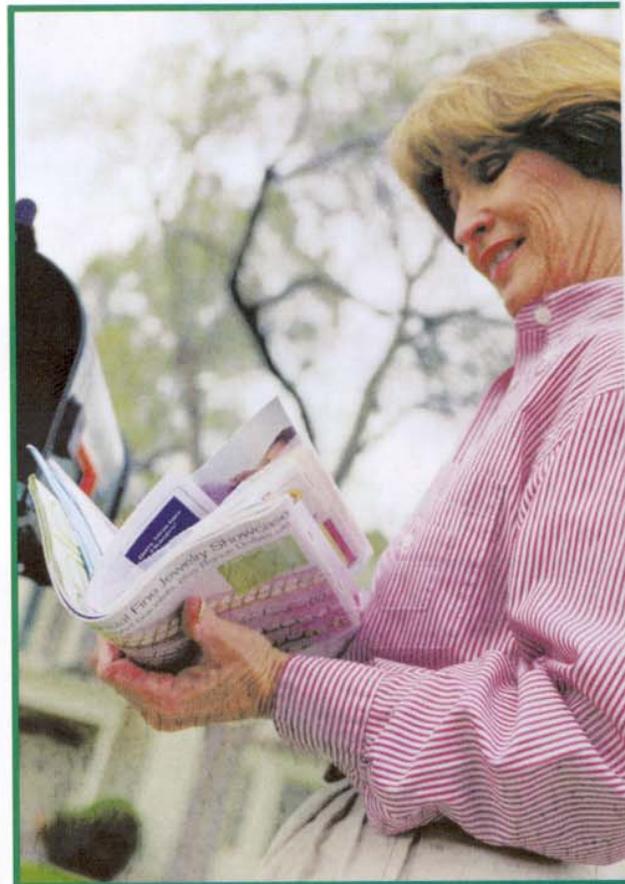


Call to make  
your choice.

Call 1-800-MGD-CARE  
(1-800-643-2273). Say you  
want to choose your PCP.

### Make your choice right away.

- After being accepted in MEDALLION, you have 45 days to choose a PCP. Call at the beginning of the month. You can start using your PCP the following month.
- If you do not choose a PCP, MEDALLION will give you one. This person will be named in the first letter you get from MEDALLION.



Call 1-800-643-2273  
to choose your PCP.

# When you need care,

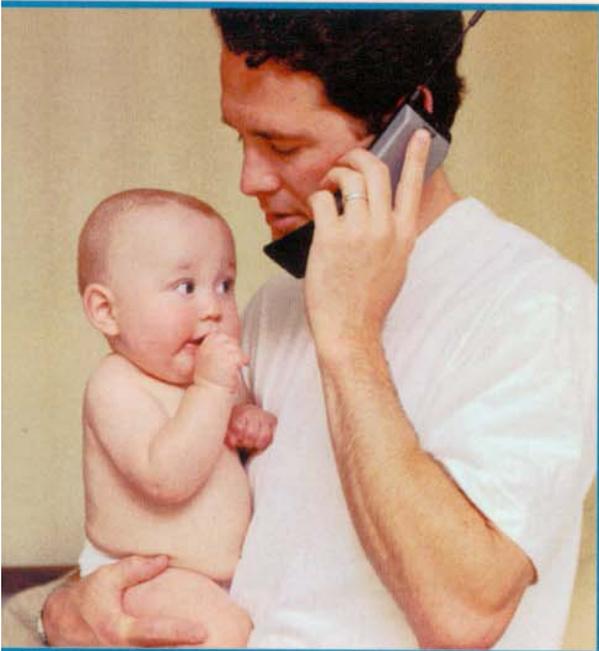
call your PCP first.



## Your PCP will provide the services you need.

You can call your PCP for:

- any illness or injury
- checkups, well-baby and well-child visits
- immunizations (shots)
- prescriptions
- a referral to a specialist
- advice about any health problems.



## You can get help from your PCP any time.

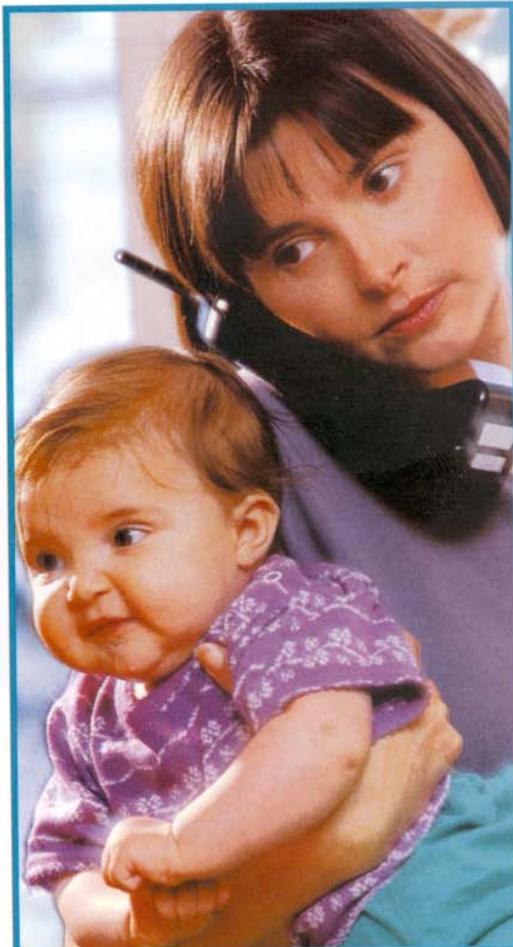
Call your PCP's 24-hour number. If your PCP is not there, another staff person can help you.



## Do not go to another doctor without a referral.

The other doctor may:

- not treat you
- ask for a referral from your PCP
- bill you if you insist on care without a referral.



## There are some exceptions to the referral rule.

For example, you do not need a referral for:

- family planning (birth control)
- care related to pregnancy and childbirth
- mental health services
- emergency services
- immunizations (shots)
- routine eye exams
- dental services
- services given to children by their school.

Call 1-800-643-2273 with questions about MEDALLION.

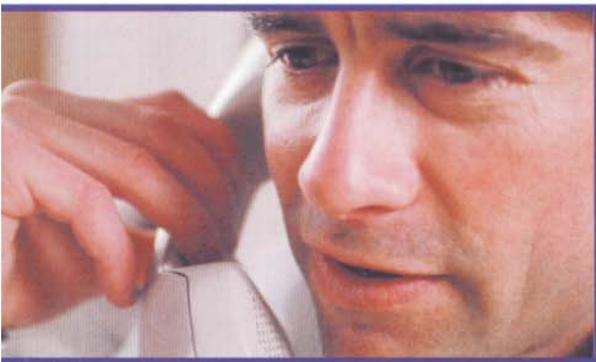
# Only in a true emergency,

go to the emergency department.

## These are some signs of an emergency:

- chest pain, or any sudden, severe pain
- severe bleeding
- having a hard time breathing
- poisoning or drug overdose
- head or eye injuries
- loss of consciousness
- very bad burns
- choking.

This is not a complete list. You may need emergency care for other problems.



## In an emergency:

Get medical help at once. Depending on the situation you can:

- Call 9-1-1 (or the local emergency number).
- Go to the nearest hospital emergency department. Have someone else drive you. Do not try to drive yourself.



If it is not an emergency, call your PCP first.

# Your MEDALLION card



You will get a MEDALLION card in the mail. This is what it looks like.

Your Medicaid case ID number

Your date of birth and sex

Begin and end dates for using the card

<b>CASE I.D. NUMBER</b>		THE FOLLOWING INDIVIDUAL IS ELIGIBLE THROUGH THE LAST DAY OF			MAY 1998		THE FOLLOWING INDIVIDUAL IS ELIGIBLE FROM
0123-456789		PLUS					
BIRTH DATE	SEX	I.D. NO.	SI	NAME		BEGIN DATE	
11181985	M	03-3	A	DOE JR., CHRISTOPHER M.		050198	
<p><b>PRIMARY CARE PROVIDER:</b>                  VIRGINIA STATE MD                  MEDICAID FAMILY PRACTICE                  1 PARK LANE                  COOL SPRINGS VA 24445-1060                  24-HOUR TEL # 504-555-0000</p>							
INSURANCE CASE				7 04/20/98			
CARRIER	BEGIN DATE	I.D. NO.	TYP	POLICY NO. / MEDICARE NO.			

Your PCP's name, address and 24-hour phone number

Your name

Show your card when you get care.

Keep your card handy at all times.

You will get a new card every month.

Check the card carefully.

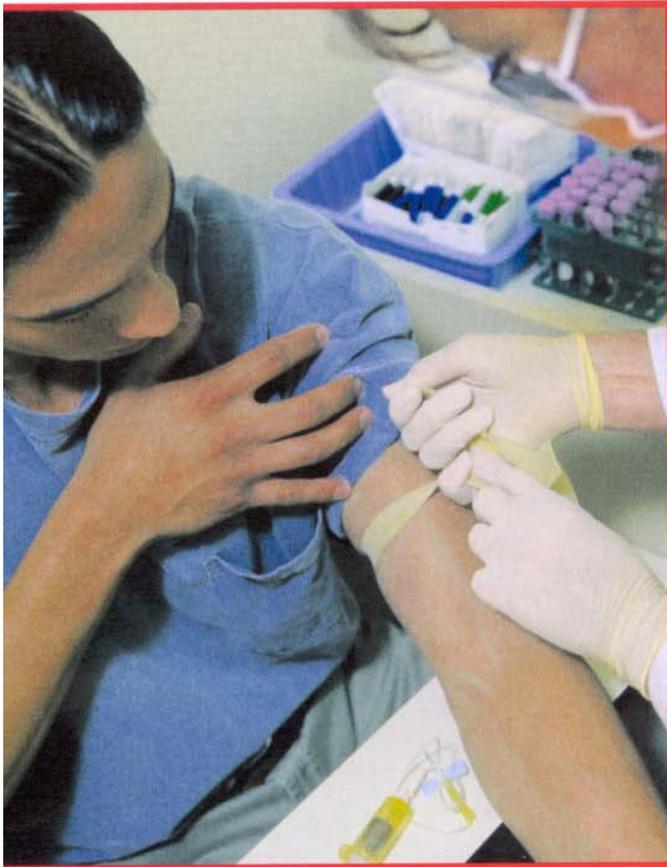
Call 1-800-643-2273 if there is a problem with your card.

# Make the most of MEDALLION.

These tips can help your health care work better.

## Call your PCP about any health concerns.

- Call if you feel you are getting sick. Do not wait until you are very sick.
- Your PCP will help you get the care you need. Somebody can help 24 hours a day.



## Know when to see the doctor.

Ask your PCP how often you and your family need:

- checkups
- shots
- screenings for health problems.

Write down the date and time of your next visit.

## Show up for appointments.

Be on time. Let your PCP know right away if you cannot keep an appointment.

## Follow your doctor's suggestions.

Ask questions if you do not understand the suggestions.

## Bring your card every time you go to the doctor.

If you have questions about your card, call 1-800-643-2273.

## Ask your PCP for advice about how to stay healthy.



Call 1-800-643-2273 if you have any questions about MEDALLION.

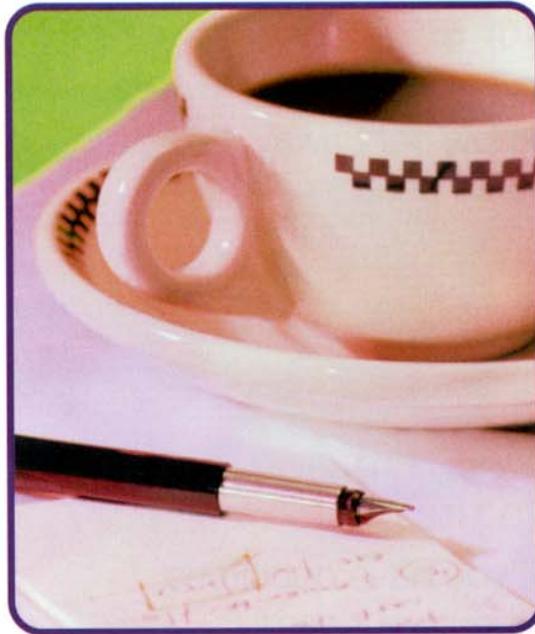
# Have your health information ready.

## Have important numbers handy.

Make a list. Include:

- the name and phone number of your PCP
- your MEDALLION ID number
- the toll-free MEDALLION helpline number.

You can use the list on page 15. Keep this list by a phone.



## Keep your own health records.

Write down:

- dates and times of your visits
- reasons for visits
- results of tests or exams
- any drugs you take
- any allergies you have.

**Remember to carry your MEDALLION card with you at all times.**

# Important names and telephone numbers



My primary care provider

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My primary care provider's phone number

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The MEDALLION Helpline  
1-800-643-2273

Other important names and telephone numbers

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Call 1-800-643-2273 if you have questions about MEDALLION.

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